

**PROPERTY CRIME
PREVENTION STRATEGY
2016-2020**

**FINAL PROGRESS REPORT
2020**



Introduction

The vision of the *Property Crime Prevention Strategy 2016-2020* (the Strategy) was for the ACT to have safe places, secure property and crime wise people. The Strategy focused on preventing crime from occurring by reducing crime opportunities. It complemented other Government reforms and a range of initiatives focused on early intervention, reducing recidivism and improving access to justice services.

The Strategy was launched in September 2016 and Mr Shane Rattenbury as the Minister for Justice, now the Attorney-General, tabled a progress report in the Legislative Assembly in November 2017 and October 2019.

This is the final progress report for the Strategy.

Objectives

The Property Crime Prevention Strategy was driven by the following objectives:

OBJECTIVE 1: Community and neighbourhood connections are strengthened.

OBJECTIVE 2: The community is educated about personal responsibility for preventing property crime.

OBJECTIVE 3: Useful data and information about property crime are available and more accessible to the community.

OBJECTIVE 4: Collaborative responses are developed to address existing crime trends and changes in the crime environment.

OBJECTIVE 5: Those who are more vulnerable to property crime are supported to safeguard their property.

OBJECTIVE 6: The quality of data and intelligence to inform police driven crime prevention activities are improved.

To achieve these objectives, the strategy included actions that centre on making places more difficult and less appealing for criminal activity, education, awareness and empowering individuals, businesses and communities to safeguard their property.

Overview of results

Positive results

Overall, the number of property offences in the ACT has been decreasing. In 2015-16 there were 21,670 property offence. This number has decreased each year over the last four years, with 17,737 offences in 2019-20. This means there were 3,933 less property offences recorded last financial year, compared to three years ago in 2015-16.

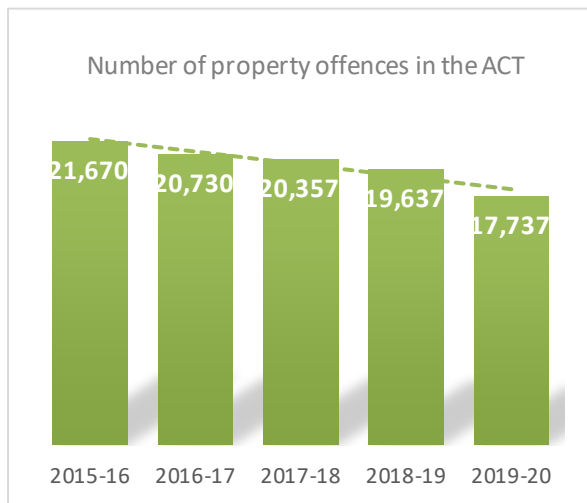
Four of the five targets under this Strategy have been achieved:

- ✓ The ACT was below the national rate of 683 victims of unlawful entry with intent per 100,000 population, with an ACT rate of 613 in 2019.
- ✓ The year on year increase in the other theft rate has been stopped. The ACT recorded 139 per 100,000 population in 2019-20, 82 less than in 2015-16.
- ✓ There were small increases in property damage in 2016-17 and 2018-19, however in 2019-20 the rate of property damage was 94 per 100,000 population, 31 less than 2015-16.
- ✓ The bicycle theft rate has remained steady at 17 thefts per 100,000 population.

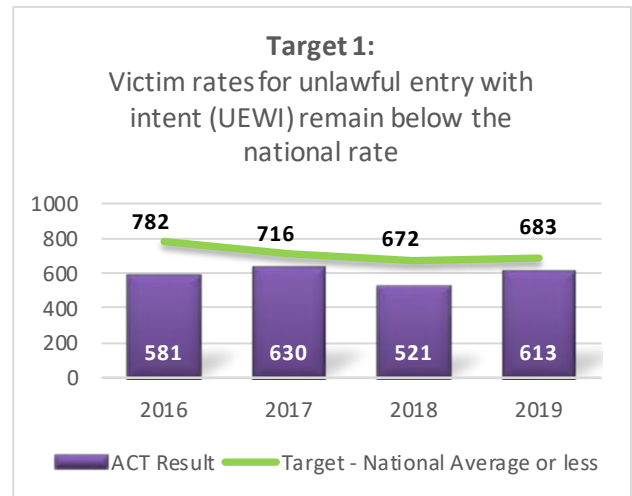
Motor vehicle theft

The main challenge in relation to property crime continues to be motor vehicle theft. While it was encouraging to see that motor vehicle theft decreased in the ACT in 2018, it remains above the national rate. To assist in addressing this challenge the 'Lock and hide to protect your ride' component of the Outsmart the Offender campaign was released in October 2019. This campaign will continue in 2021 and motor vehicle theft will remain a key focus for the Directorate for Justice and Community Safety (JACS) and ACT Policing.

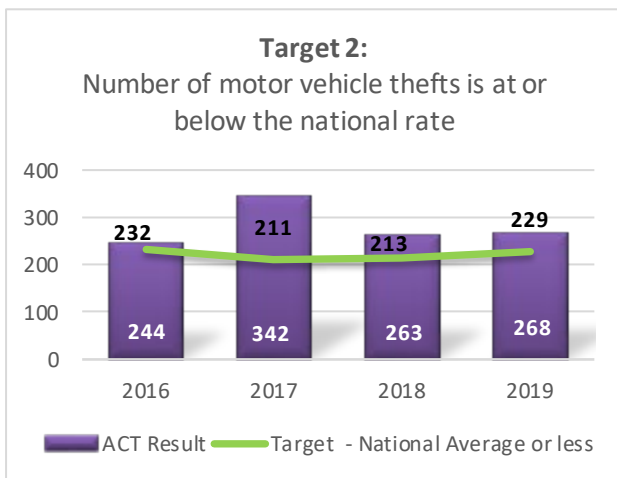
Results against the targets



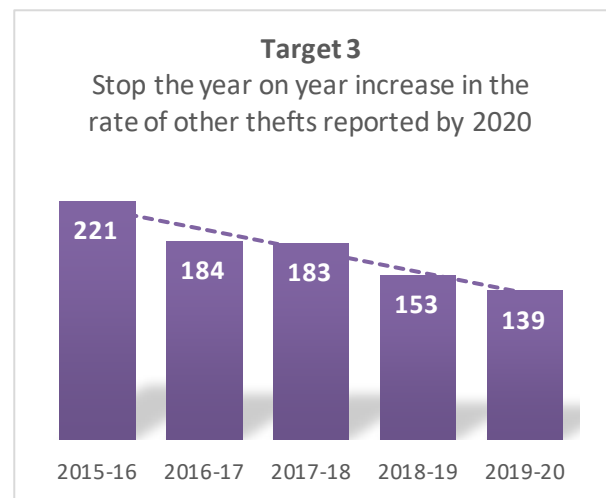
Source: ACT Policing PROMIS*



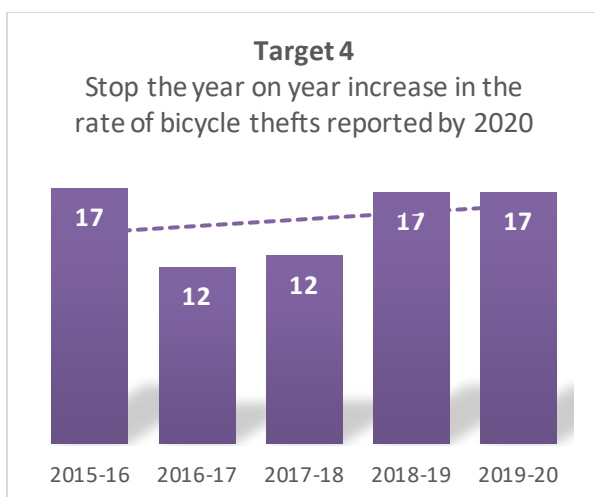
Source: ABS Publication Recorded Crime - Victims, Australia, 2019
Based on number of victims per 100,000 people



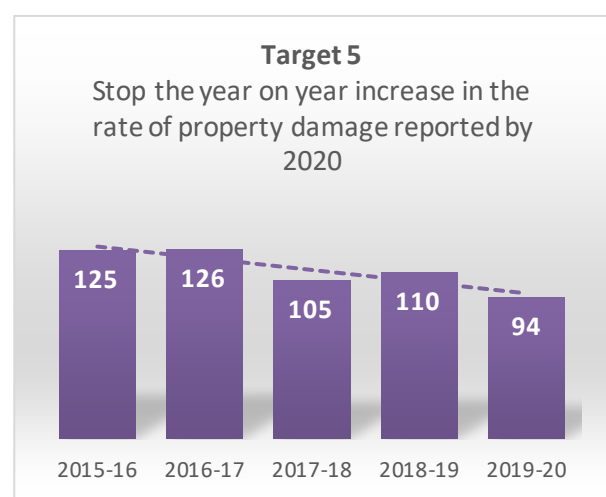
Source: ABS Publication Recorded Crime - Victims, Australia, 2019
Based on number of victims per 100,000 people



Source: ACT Policing PROMIS*
Based on number of offences per 100,000 people[#]



Source: ACT Policing PROMIS*
Based on number of offences per 100,000 people[#]



Source: ACT Policing PROMIS*
Based on number of offences per 100,000 people[#]

* 2019-20 data sourced from PROMIS 18 August 2020. Data for previous years sourced from PROMIS 27 August 2019 as published in the 2018-19 Progress Report.

Supplementary data

Crime Victimisation

Data from the ABS publications *4530.0 Crime Victimisation, Australia* differs from the ABS' *Recorded Crime - Victims, Australia* publications, as it is based on annual national surveys. It captures personal accounts of crime that have not been reported to police for a variety of reasons. While there are limitations to a self-reported survey based on relatively low numbers, this provides an alternative and complementary indication of crime levels.

According to the ABS publication *4530.0 Crime Victimisation, Australia, 2018-19*, the most recent survey results for household crime shows the ACT continues to be at or below the national average for attempted break ins, and above the national average for motor vehicle theft, theft from a motor vehicle, other theft and break-ins.

Break-ins	Year	ACT Result	National Average	Variation	National Average Standing
	2015-16	1.6%	2.5%	-0.9%	↓ Below the national average
	2016-17	2.5%	2.5%	0.0%	→ at the national average
	2017-18	1.7%	2.5%	-0.8%	↓ Below the national average
	2018-19	2.7%	2.4%	0.3%	↑ Above the national average

Attempted Break-ins	Year	ACT Result	National Average	Variation	National Average Standing
	2015-16	1.9%	2.1%	-0.2%	↓ Below the national average
	2016-17	1.4%	2.1%	-0.7%	↓ Below the national average
	2017-18	1.7%	2.2%	-0.5%	↓ Below the national average
	2018-19	1.8%	1.9%	-0.1%	↓ Below the national average

Motor vehicle theft	Year	ACT Result	National Average	Variation	National Average Standing
	2015-16	0.8%	0.5%	0.3%	↑ Above the national average
	2016-17	0.4%	0.6%	-0.2%	↓ Below the national average
	2017-18	0.8%	0.6%	0.2%	↑ Above the national average
	2018-19	0.9%	0.5%	0.4%	↑ Above the national average

Theft from a motor vehicle	Year	ACT Result	National Average	Variation	National Average Standing
	2015-16	3.9%	2.9%	1.0%	↑ Above the national average
	2016-17	5.3%	2.8%	2.5%	↑ Above the national average
	2017-18	5.1%	3.1%	2.0%	↑ Above the national average
	2018-19	3.6%	2.5%	1.1%	↑ Above the national average

Property damage	Year	ACT Result	National Average	Variation	National Average Standing
	2015-16	6.0%	4.8%	1.2%	↑ Above the national average
	2016-17	6.3%	5.0%	1.3%	↑ Above the national average
	2017-18	7.1%	5.1%	2.0%	↑ Above the national average
	2018-19	5.7%	4.6%	1.1%	↑ Above the national average

Other theft	Year	ACT Result	National Average	Variation	National Average Standing
	2015-16	2.0%	2.7%	-0.7%	↓ Below the national average
	2016-17	2.7%	2.8%	-0.1%	↓ Below the national average
	2017-18	3.1%	2.5%	0.6%	↑ Above the national average
	2018-19	2.4%	2.1%	0.3%	↑ Above the national average

Perceptions of property crime

The National Survey of Community Satisfaction with Policing includes questions about housebreaking and motor vehicle theft, providing an indication of the ACT community perception of these crimes.

Canberrans have previously reported being less concerned about becoming a victim of these crime types than the broader Australian community. However, in 2019-20 the ACT is above the national average for persons who are concerned about becoming a victim of motor vehicle theft in the next 12 months. This may be a result of the current rate of motor vehicle theft and media coverage associated with stolen vehicles.

Persons who are concerned about becoming a victim of housebreaking in the next 12 months

Year	ACT Result	National Average	Variation	National Average Standing
2015-16	56.0%	59.2%	-3.2%	↓ Below the national average
2016-17	53.0%	61.7%	-8.7%	↓ Below the national average
2017-18	55.7%	59.1%	-3.4%	↓ Below the national average
2018-19	54.4%	57.8%	-3.4%	↓ Below the national average
2019-20	56.0%	57.6%	-1.6%	↓ Below the national average

Persons who are concerned about becoming a victim of motor vehicle theft in the next 12 months

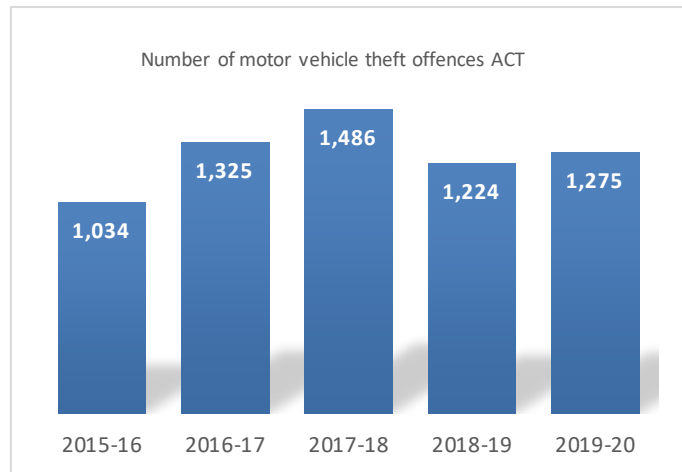
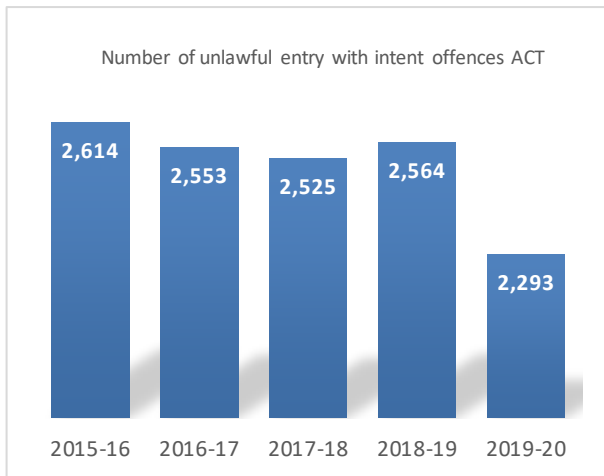
Year	ACT Result	National Average	Variation	National Average Standing
2015-16	43.3%	47.6%	-4.3%	↓ Below the national average
2016-17	43.5%	50.1%	-6.6%	↓ Below the national average
2017-18	44.0%	47.6%	-3.6%	↓ Below the national average
2018-19	46.9%	47.3%	-0.4%	↓ Below the national average
2019-20	49.9%	48.7%	1.2%	↑ Above the national average

Number of offences year on year

The targets for unlawful entry with intent and motor vehicle theft are based on the national rates. As a comparison, the graphs below show the actual number of offences in the ACT over the last five financial years.

The ACT has remained below the national rate per 100,000 people for unlawful entry with intent and is currently sitting at its lowest rate since the Strategy was released. The actual number of offences has reduced from 2,614 in 2015-16 to 2,293 in 2019-20.

While the ACT has remained above the national rate for motor vehicle theft, there was an encouraging decrease of 262 in 2018-19, after increases in the previous two years. However, 2019-20 saw an increase of 51.



Progress against the actions 2019-2020

Objective 1

Community and neighbourhood connections are strengthened

1.1 Promote National Neighbour Day

Neighbour Day 2020 looked very different to previous years. JACS continued its support of National Neighbour Day by providing funding to Relationships Australia for targeted ACT promotion. However, due to COVID19 and the need for important public health messaging, the event was not promoted through ACT Government social media channels. ACT specific connection cards had been designed to distribute to community stakeholders for the promotion of Neighbour Day however, due to the restrictions in place these organisations were unable to go ahead with their intended plans.

ACT Policing published a community news article on its news website promoting National Neighbour Day and encouraging the community to get involved. This article was also sent directly to website subscribers. ACT Policing also undertook social media activity on Facebook and Twitter to promote the day.

JACS will work with Relationships Australia to make use of the materials designed for Neighbour Day 2020, in 2021.

JACS

1.2 Support existing events that promote neighbourhood connectedness

Mingle is a community development program designed to build vibrant and sustainable communities within new estates in the ACT. Mingle works to identify community needs and interests, and with the help of residents, facilitates targeted events, activities and social interest groups. All activities aim to encourage new residents to get to know each other, feel part of their community and become involved in community life. Facilitated by the Suburban Land Agency, the Program aims to implement community activities which are ultimately owned and championed by local residents.

JACS provides direct funding to ACT Policing to support crime prevention initiatives. Those that specifically promote neighbourhood connectedness include Neighbourhood Watch, Menslink, police engagement at key community events, Seniors, Indigenous and Multicultural Community Liaisons.

The Neighbourly Network 364 was formed by non-government organisations in response to the strong movement of supporting Neighbour Day in the ACT, initiated by financial contribution from the ACT Government. The group aims to use the Neighbour Day resources, principles and practices and apply them to the other 364 days of the year. The group meets quarterly and is open to everyone, with ACT Government representatives in attendance. The purpose of the group is to help foster activities and networking opportunities which promote strong neighbourhood connections 364 days of the year in addition to Neighbour Day held on the last Sunday in March each year.

JACS

<p>1.3 Promote a sense of shared responsibility to protect community facilities</p> <p>EPSD collaborated with key stakeholders of the Dickson pool and consulted with the local community on the temporary improvements of the Dickson pool forecourt from November 2019 to March 2020. This included working closely with the Dickson pool operators who shared the daily maintenance and activation of the forecourt with the ACT Government.</p> <p>In 2019-20, all Suburban Land Agency design of public parks, playgrounds and streets actively considered and complied with the Crime Prevention Through Environmental Design (CPTED) principles. Place-making remained an important component of designing new developments, with a sense of place created by using themes and public art.</p>	<p>EPSD, ED, JACS</p>
<p>Objective 2</p> <p>The community is educated about personal responsibility for preventing property crime</p>	
<p>2.1 Promote personal responsibility for preventing property crime</p> <p>In March 2019, ACT Policing launched its Aggravated Robbery Prevention Booklet. The booklet provides businesses strategies to minimise the incidence and impact of an aggravated robbery with a key focus on building security, cash handling and staff training.</p> <p>ACT Policing continues to engage with community and businesses to raise awareness about crime types and provide advice on proactive mechanisms to protect ACT businesses from criminality.</p> <p>ACT Policing regularly distributes media releases and conducts stand up media conferences on property crime which includes prevention messaging.</p> <p>In October 2019, JACS and ACT Policing developed and launched the ‘Outsmart the Offender’ property crime prevention campaign, with the support of Neighbourhood Watch (NHW) and ACT Crime Stoppers to implement the campaign. Outsmart the Offender provides useful advice and tips on how to prevent property crime from occurring. Communication activities undertaken included a dedicated campaign section on the ACT Policing website with crime prevention tips, media launches, media releases, social media posts on ACT Policing social media channels, content in NHW newsletters, social media ads, as well as radio advertising specifically for motor vehicle theft. For further information surrounding this campaign please see Appendix A.</p> <p>In the lead up to the summer of 2019-20, ACT Policing and ACT Crime Stoppers led a media campaign to remind the community of home security. ACT residents were reminded that simple security measures, can be an effective deterrent given the opportunistic nature of this crime.</p> <p>During the reporting period, ACT Policing’s Media and Public Engagement team also issued 59 property crime related media releases. Each media release is supported by a corresponding Facebook and Twitter post.</p> <p>ACT Policing Senior Liaison Officers promote safety and security at nursing homes, residential villages and to individuals when issues are identified.</p>	<p>ACTP, JACS</p>

<p>2.2 Provide practical workshops on how to secure property, including low cost and simple solutions</p> <p>SupportLink is funded by JACS to deliver the SafeHome Program, which includes practical workshops for at risk or vulnerable community groups. The workshop includes demonstrations of low cost and simple options for making homes more secure. There were 6 workshops delivered in 2019-20 with 4 workshops cancelled between April and June 2020 due to COVID19 restrictions. The workshops have since recommenced and are now offered in various formats including face to face and virtual sessions. The SafeHome Program is currently funded until June 2021 and an independent evaluation and cost benefit analysis is currently underway to support decision making around the future of the program.</p>	<p>JACS</p>
<p>Objective 3</p> <p>Useful data and information about property crime are more accessible to the community</p>	
<p>3.1 Identify gaps in property crime data and its accessibility</p> <p>ACT property crime related data is available to the public via the ACT Criminal Justice Profile and ACT Policing website statistics.</p> <p>The Australian Bureau of Statistics (ABS) conducted an independent review of the ACT Criminal Justice Statistical Profile. The review considered gaps in data and how to make publications more user friendly for stakeholders and the broader community. The Government is currently considering the recommendations in the report, and changes to publications will be implemented in 2021.</p> <p>A number of enhancements, including additional sub-crime categories have been implemented within the ACT Policing website statistics.</p>	<p>ACTP, JACS</p>
<p>3.2 Develop mechanisms to improve information sharing around crime activity and data</p> <p>ACT Policing Intelligence are developing relationships and ways in which information can be shared amongst law enforcement and the community in relation to property crime. ACT Policing Intelligence have strong relationships with the ACT Policing Community Safety team and ACT Policing Media, who engage with the community to create awareness and promote strategies to reduce property crime.</p> <p>One of the outcomes of the review of the Criminal Justice Statistical Profile outlined above (against Action 3.1) will be improved information sharing around crime activity and data.</p>	<p>ACTP, JACS</p>
<p>3.3 Consider the feasibility of evaluating how the Crime Prevention Through Environmental Design (CPTED) General Code has been applied</p> <p>The principles of CPTED are considered by EPSD in preparing planning controls and other planning documents, as well as during the assessment of development applications. The Development Codes of the Territory Plan contain rules and criteria important to producing safer environments. The Crime Prevention Through Environmental Design (CPTED) General Code of the Territory Plan provides more explicit direction to ensure that issues of community safety are adequately addressed in planning and decision-making for land use and development activities. The CPTED General Code applies to development other than proposals for single residential dwellings and development in rural and broadacre zones.</p>	<p>EPSD, JACS</p>

Objective 4

Collaborative responses are developed to address existing crime trends and changes in the crime environment

4.1 Establish an interagency forum consisting of government, police, crime prevention and community organisations

ACT Policing, Neighbourhood Watch and Crime Stoppers regularly meet to discuss crime prevention initiatives. ACT Government and ACT Policing have partnered with Neighbourhood Watch, Crime Stoppers and Pedal Power ACT to implement the 'Outsmart the Offender' campaign (see [Appendix A](#) for more detail).

After successful collaboration on promoting National Neighbour Day, the ACT Neighbour Day Working Group transitioned to an ongoing 'Neighbourly Network' of people who are interested in supporting strong neighbourhood relationships. Building on the increasing success of 'Neighbour Day', the network aims to implement practices to embed a culture of 'neighbour day, every day' into the work we do, share resources, ideas, contacts, updates, successes, challenges about ways to establish and build meaningful relationships within the neighbourhoods around Canberra.

JACS

4.2 Identify and respond to emerging property crime issues

ACT Policing regularly works with partner agencies, such as Housing ACT and Domestic Animal Services, to ensure that developing trends are identified early, and proactive measures are employed to ensure that our high-density housing areas remain engaging, safe and community-orientated spaces. In June 2019, ACT Policing along with other ACT agencies conducted Operation 'Sun Streaker', which targeted drug dealing and property crime offences at high density public housing complexes in the suburb of Reid, ACT.

The spike in stolen motor vehicles and vehicle arsons during 2017-18 was identified as a Regional Operational priority for ACT Policing. The ACT Policing response to this emerging property crime trend was led by the Crime Disruption Team. The deployment of the Crime Disruption Team capability achieved a decrease in stolen motor vehicles through the arrest of recidivist offenders. While, the reasons behind increases in offences are often complex and difficult to attribute to a single cause, factors such as time of year, availability of opportunistic targets and recidivist offenders can contribute to fluctuations in offence rates.

As part of their remit, ACT Policing Intelligence identify emerging issues and trends in relation to property crime across the ACT. This involves:

- identifying the issue, locations, and persons and vehicles of interest believed to be involved in the commission of offences
- providing recommendations to patrols for targeting and/or investigation.

All

4.3 Deliver initiatives to reduce bicycle theft

JACS and ACT Policing partnered with Pedal Power ACT and Crime Stoppers to launch the 'Lock it or Lose it' component of the Outsmart the Offender campaign. By partnering with Pedal Power the campaign reached more than 7,000 active members with a full page advertisement in the Spring edition of the Canberra Cyclist and is scheduled again for the Autumn 2021 edition. The campaign will also be promoted through Pedal Power ACT social media platforms and e-newsletter. To assist in promoting the key messages of the 'Lock it or Lose it' campaign, Pedal

EPSP, ACTP, JACS

<p>Power ACT have published a new page on their website with the campaign imagery and branding, that details the best way to secure bikes and the availability of bike cages. As well as handing out branded drink bottles and promotional material at key cycling events.</p> <p>ACT Policing and ACT Region Crime Stoppers launched Bikelinc Australia in November 2020, a new online database to assist ACT residents recover lost and stolen bicycles by storing images and details of their bike in a secure database.</p> <p>EPSD has reviewed the Bike Parking General Code of the Territory Plan with a view to supporting best practice bike parking and end-of-trip facilities (EOTF) for bike riders and those participating in active travel. A new EOTF general code has been developed (draft variation 357 EOTF General Code) and is in progress towards finalisation.</p>	
<p>4.4 Identify and respond to enablers for property crime in apartment buildings</p> <p>EPSD is preparing a non-statutory design guide for apartment buildings which addresses security in the design of public, semi-private and private spaces, such as car parks and open space in apartment buildings.</p> <p>The Outsmart the Offender campaign includes the theme 'Lock up cover up' focusing on apartment security.</p>	EPSD, JACS
<p style="text-align: center;">Objective 5 Those who are more vulnerable to property crime are supported to safeguard their property</p>	
<p>5.1 Enhance the Home Safety Program to include practical support</p> <p>In 2018-19 the Home Safety Program ceased to make way for the new SafeHome program with the primary focus being to provide home safety assessments and free of charge/low cost security improvements for those vulnerable to home burglary. In 2019-20 157 home safety assessments were undertaken and 87 properties were provided with minor modifications.</p>	JACS
<p>5.2 Implement findings on how to improve services and support provided to victims of property crime</p> <p>The <i>Victims Rights Legislation Amendment Act 2020</i> established the Charter of Rights for Victims of Crime (the Charter). The Charter sets standards for how victims of crime, including victims of property crime, should be engaged with, as they navigate the justice process. This includes receiving case updates and information about how to access supports and assistance to help to deal with the impacts of crime. The Charter also introduces a restorative complaints resolution process which provides for acknowledgment to a victim where a right is breached, and opportunities for systemic change. The Charter will commence on 1 January 2021.</p> <p>The Disability Justice Strategy, launched in August 2019, is a ten-year plan aiming to achieve equity and inclusion for people with disability in the justice system. Actions in the strategy target improved services and access for both victims of crime and perpetrators of crime. The intermediary program, which is an action of the strategy, helps witnesses with communication difficulties to communicate their best evidence to police and courts. The intermediary program targets support for victims of physical and sexual assault crimes including vulnerable victims of property crime as a result of domestic and family violence. Another action of the strategy is to implement a community of practice of disability liaison officers across the justice system. This group will foster cultural change within the justice system so people with disability</p>	CSD, JACS

will have the support and the reasonable adjustments required to ensure equitable access to justice. One disability liaison officer has been employed, with five more to be employed by 2021 building to eight dedicated staff by 2023.

5.3 Explore links and opportunities to enhance existing government initiatives to reduce property crime risks for vulnerable groups

Residential Tenancy Act

Since 2016, the ACT Government has introduced a number of reforms to the *Residential Tenancies Act 1997* (RTA) which promote the safety and security of premises under residential tenancy and occupancy agreements.

The *Residential Tenancies Amendment Act 2016* introduced the ability for a tenant or a person living at the premises to change the locks (without the agreement of others) where the person is a protected person under an interim or final order made under the *Family Violence Act 2016* or the *Personal Violence Act 2016*. The tenant or person living at the premises who changed the locks must provide a copy of the keys to their landlord as soon as possible after the lock have changed unless doing so would endanger their safety. This change commenced on 24 August 2017.

The *Residential Tenancies Amendment Act 2019* strengthened the ability for tenants to make 'special modifications' to their rental property, including changes to improve the security of the premises for the tenant or other people on the premises (for example installing deadlocks or security cameras). Although the tenant is required to seek the landlord's consent to make special modifications, the landlord cannot unreasonably withhold consent and they must apply to the ACT Civil and Administrative Tribunal for an order permitting them to refuse consent if they do not want the modifications to occur. This change commenced on 1 November 2019.

The *Residential Tenancies Amendment Act 2020 (No 1)* introduced a regulation-making power to allow for the making of minimum standards including in relation to safety and security for existing and new rental properties under a residential tenancy agreement. The regulation-making power provides a mechanism for minimum standards to be made including through the incorporation of technical instruments which will allow the Executive to respond to changes in the rental market more quickly than setting standards in the RTA. This reform also provides opportunities to prescribe minimum standards to detail existing requirements under the Standard Terms of the RTA which require premises to be reasonably secure. The Standard Terms prescribe that at the start of a tenancy, a landlord must ensure that a premises is reasonably secure and that during the tenancy, repairs relating to a fault or damage that cause a premises to be unsafe or insecure must be repaired as soon as possible. The change to allow for the making of minimum standards commenced on 25 August 2020. The ACT Government has started progressing work to introduce a regulation containing minimum standards and will consult with relevant stakeholders regarding the scope of these standards and timing over the coming period.

The *Residential Tenancies Amendment Act 2020 (No 2)* will improve protections for occupants by making the occupancy principles in Part 5A of the RTA mandatory. Part 5A of the RTA states that an occupant is entitled to live in a premises that is reasonably secure. Mandating these occupancy principles will provide grantors with clarity regarding the minimum requirements owed to occupants and provide occupants with a firmer basis to seek the enforcement of their rights. These changes have a default commencement date of 3 March 2021.

Age Friendly City

CSD, JACS

The Age-Friendly City Plan 2020-2024 (the Plan) was launched in May 2020. The Plan contains a range of actions designed to lead to practical achievements that address the barriers older Canberrans have advised they face in staying safe and living free from abuse, staying mobile, remaining socially connected and having good access to services.

The Plan includes the following actions which relate to crime prevention in the areas of home safety and addressing elder abuse:

- Targeting promotion of the Home Safety Program for older Canberrans. Introducing legislation that makes elder abuse a criminal offence.
- Working with the Commonwealth and other jurisdictions to develop a national register of powers of attorney documents and to improve consistency of power of attorney legislation.
- Considering ways to strengthen the powers of the ACT Civil and Administrative Tribunal (ACAT) in providing remedies and redress for the misuse of powers of attorney, and guardianship/financial management appointment.
- Amending record-keeping requirements under power of attorney legislation to ensure that requirements are consistent regardless of the capacity of the principal.

Disability Justice Strategy

A key focus area of the Disability Justice Strategy is improved service delivery for people with disability including improved screening and identification of disability. Better screening and identification of reasonable adjustments than can be made by justice agencies, will work in tandem to reduce property crime committed by people with disability and increase the capacity of people with disability to protect themselves against property crime.

Strong Connected Neighbourhoods

The 'Strong Connected Neighbourhoods', previously the 'High Density Housing Program' is managed by JACS and is currently run by Reclink Australia, who work closely with Housing ACT to provide onsite support through programs, community lunches and gardens to assist tenants throughout the Ainslie Avenue precinct and to address safety concerns. This program is currently expanding with a second site at Illawarra Court Belconnen.

To provide greater support and improve safety and liveability in Housing ACT multi-unit properties, Housing ACT ran the Connecting Communities Strategy pilot in four complexes in the city centre from October 2019 through to April 2020. From this pilot, Housing ACT introduced the Connecting Communities Strategy across the majority of multi-unit sites from 1 July 2020. The strategy is designed to integrate the management of individual tenancies with managing communities. To address antisocial and criminal behaviours Housing ACT has partnered with the ACT Policing and is working collaboratively to address concerns in these areas. A new MOU between Housing ACT and ACT Policing to address these issues is under development.

Victims of property crime as a result of domestic and family violence

Housing ACT has several initiatives/programs in place to reduce the risk of property crime to vulnerable groups, especially those experiencing and escaping domestic and family violence.

Housing ACT undertakes modifications to public housing properties for tenants experiencing and escaping domestic and family violence. These may include installation of window and door locks, security screens doors, security screens to sliding doors, lighting, and landscape modifications and any site-specific alterations recommended by specialist domestic violence representatives.

The Safer Families Grants program commenced in 2017–18. Since that time Housing ACT has worked to continuously improve the program to ensure it can efficiently and effectively target assistance to those that need it. Significantly, this has included the establishment of the standalone Safer Families Assistance Program. The Safer Families Assistance Program provides \$2,000 to eligible people for a wide range of purposes relating to sustaining or re-establishing a family home following the experience of family violence.

In April 2020, a \$125,000 boost to the Safer Families grants was announced as part of broader \$3 million funding package to provide support for people experiencing homelessness or domestic and family violence arising from the COVID-19 pandemic. Program improvements and expansion have resulted in a noteworthy increase in program uptake, with 84 applications approved in 2018-19, increasing to 138 applications with a total value of \$276,000 approved in 2019-20.

Women with or without children escaping domestic violence are prioritised for public housing in the ACT. They are also a key priority group under the ACT Housing Strategy. In 2019-20, of 1,857 applications for housing received during the year, 9.3% had domestic violence as a factor affecting their need for housing. Of the 550 applications for transfer received during the year, 8.5% had domestic violence as a reason for seeking a transfer.

Addressing perpetrator behaviour is an important element of supporting victims of property crime related to domestic and family violence. Room4Change is a therapeutic, residential behaviour change program for men who use domestic and family violence against women and is funded by the ACT Government. The program which began on 1 April 2017, provides tailored case management and support to families, partners and children including assistance to stay safely at home. From the commencement of the program to 28 July 2020, a total of 81 men, 78 partners (and/or ex-partners) and 119 children have been supported, 24 men have been accommodated and no women had to leave their homes as a result of a participating partner's behaviour.

Objective 6

The quality of data and intelligence to inform police driven crime prevention activities are improved

6.1 Continue to promote reporting of crime or suspicious behavior

ACT Policing uses media campaigns and social media to promote reporting of crimes and suspicious behaviour. ACT Policing:

- Promotes reporting crime through ACT Crime Stoppers and supports the promotion of their campaigns.

ACTP, JACS

<ul style="list-style-type: none"> • Provides information to Neighbourhood Watch newsletters and raising awareness of Neighbourhood Watch in the ACT. • Provides feedback such as incidents that are resolved as a result of reporting to Neighbourhood Watch and ACT Crime Stoppers. • Regularly includes reference to reporting suspicious activity to ACT Crime Stoppers in media releases, interviews and social media posts. In 2019/2020 ACT Crime Stoppers was mentioned in more than 240 media releases. <p>Through ACT Crime Stoppers, police are able to receive vital information from the community that may be the missing link police need to help solve an investigation.</p> <ul style="list-style-type: none"> • In 2019, contacts via ACT Crime Stoppers resulted in 3688 information reports being raised and passed on to police investigators in the ACT. A number of operational successes were a direct result of information reports received from the public. • ACT Policing provided funding assistance for a new website for ACT Crime Stoppers to improve mobile responsiveness and reporting speed. 	
<p>6.2 Continue to develop and implement strategies to target recidivist property crime offenders</p> <p>ACT Policing regularly uses targeted media and social media strategies to identify recidivist property crime offenders such as issuing media releases and publishing pictures of offenders online. Media and communication activities support criminal investigations that are underway.</p> <p>ACT Policing Criminal Investigations action intelligence reports in relation to recidivist offenders who are causing repeat calls for service. The Criminal Investigations Crime Disruption Team was disbanded towards the end of this reporting period. The ACT Policing Community Policing Proactive Intervention and Disruption Team commenced in October 2020. The Criminal Investigations Crime Disruption Team targeted their activities towards recidivist offenders with the aim of disrupting their cycle of offending, while reducing the risk to the community (through the prioritisation of incidents involving risk of harm). This included a focus on identifying available evidence that could be actioned, to interrupt an offender's cycle of offending at the earliest possible stage. For juvenile and Aboriginal and Torres Strait Islander people, the focus is on utilising restorative justice processes to divert the offenders from the criminal justice system and reducing their rate of recidivism. Through intelligence-led policing, the Crime Disruption Team was able to identify core groups directly involved in the theft of motor vehicles and has provided police with opportunities to detect, disrupt and prosecute persons involved in those offences.</p> <p>ACT Policing's Community Policing Proactive Intervention and Disruption team focuses on working with partners to solve problems and reduce the impact of repeat calls for service. The Policing Proactive Intervention and Disruption team will continue the focus on reducing recidivism and calls for service and align to the Reducing Recidivism by 25 per cent by 2025 Plan using a whole-of-Government approach. Intervention and Diversion strategies will include property offences where they relate to repeat calls or recidivism.</p> <p>ACT Policing Intelligence continues to triage information from a variety of sources to identify patterns and to prioritise crime reduction opportunities and increase community safety.</p> <p>The Strategic Analysis Capability within ACT Policing Intelligence portfolio was established with funding allocated through the 2018-19 Budget process. This capability will enhance the analysis of available data and information to inform operational activity and strategy, through environmental scanning, crime targeting and efficient resource allocation. This new capability will supplement existing ACT Policing</p>	<p>ACTP</p>

intelligence capability that is focused on providing tactical advice for police on day-to-day operations by providing strategic intelligence. Recruitment of staff for this capability is currently underway.

The new Operational Intelligence Team is continuing to be piloted. The Operational Intelligence Team is a first for ACT Policing and is part of a new approach to community policing as part of the new Police Services Model, delivered by the ACT Policing Futures Program. The team looks at emerging trends, assesses tactical risks, and seeks out background information on locations and persons of interest. This information is then provided either over radio as needed or through tailored intelligence reports.

JACS - Justice and Community Safety Directorate, **EPSD** – Environment, Planning and Sustainable Development Directorate, **ED** – Education Directorate, **ACTP** – ACT Policing, **CSD** – Community Services Directorate



The Outsmart the Offender Campaign was developed by ACT Government and ACT Policing, with support from ACT Neighbourhood Watch, ACT Crime Stoppers and Pedal Power ACT. The aim of the campaign is to encourage individual responsibility for safeguarding property, by increasing community awareness about how crimes usually occur and the steps individuals can take to 'outsmart offenders' and reduce the risk of becoming a victim to property crime. The key messages are based on police intelligence about how and when crimes occur.

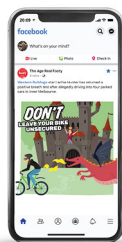
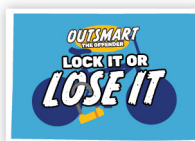
The campaign includes these key messages:

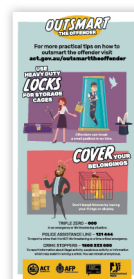
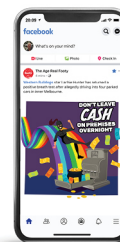
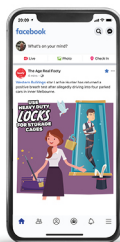
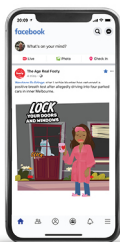
- Lock and hide to protect your ride – targeting motor vehicle theft and theft from vehicles
- Keep out a break in – targeting home burglary
- Lock up cover up – targeting theft from apartments
- Lock it or lose it – targeting bicycle theft
- Keep burglars out of your business – targeting theft from small businesses
- Make your tools tough to take – targeting tradie tool theft

Outsmart the Offender is predominantly a social media campaign, with a suite of quirky animations designed to attract people's attention and engage the broader community around messages that have been traditionally difficult to communicate. The animations are supported by posters, postcards and tailored merchandise to remind people about the key messages (these are represented on the next page). The animations and additional tips are hosted on the ACT Policing website [outsmarttheoffender/act.gov.au](https://outsmarttheoffender.act.gov.au)

Outsmart the Offender commenced with the launch of 'Lock and Hide to Protect your Ride' in October 2019. Radio ads were played on mainstream stations 128 times between 17 November 2019 and 15 December 2020. Sponsored ACT Government ads were clicked on 4,363 times during the same time period. This theme was revisited in July 2020 with windscreen ice scrapers to help promote the 'don't leave your car running' tip, as cars are stolen when people leave them running in the driveway to defrost their windscreen.

'Keep out a break in' was launched in preparation for the Christmas holiday period in December 2019 and 'Lock up Cover up' was launched in March 2020. In April 2020 the 'Outsmart the Offender' campaign was paused to allow for COVID19 communication. During the peak of the ACT COVID19 restrictions, when many small businesses were closed or operating at reduced hours, 'Keep burglars out of your business' messages were provided to small businesses, with additional tips associated with COVID19. The full 'Keep burglars out of your business' campaign will be released in 2021. Once COVID 19 restrictions eased, the 'Lock it or Lose it' bicycle theft component was launched in July 2020, in partnership with Pedal Power ACT. The final installment, 'Make your tools tough to take' will be released in 2021.





ACT Policing lead the social media engagement through Facebook and Twitter, which saw a large reach and higher levels of engagement than previously achieved for this subject matter. The reach and engagement numbers are outlined below.

**Lock and hide to protect your ride – targeting motor vehicle theft and theft from vehicles
October 2019**

- Total reach of all Facebook posts – 105,823
- Total Facebook engagement – 3558
- Total impressions from all tweets – 18,605
- Total Twitter engagement – 324

**Keep out a break in – targeting home burglary
December 2019**

- Total reach of all Facebook posts – 123,228
- Total Facebook engagement – 7410
- Total impressions from all tweets – 21,893
- Total Twitter engagement – 441

**Lock up cover up – targeting theft from apartments
February 2020**

- Total reach of all Facebook posts – 100,996
- Total Facebook engagement – 4546
- Total impressions from all tweets – 18,255
- Total Twitter engagement – 697

**Keep burglars out of your business – targeting theft from small businesses
June 2020**

- Total reach of all Facebook posts – 71,342
- Total Facebook engagement – 1886
- Total impressions from all tweets – 11,303
- Total Twitter engagement – 212

**Keep out a break in – targeting home burglary
June 2020**

- Total reach of all Facebook posts – 88,469
- Total Facebook engagement – 3535
- Total impressions from all tweets – 16,624
- Total Twitter engagement – 255

**Lock it or lose it – targeting bicycle theft
August 2020**

- Total reach of all Facebook posts – 83,067
- Total Facebook engagement – 2236
- Total impressions from all tweets – 18,341
- Total Twitter engagement – 550